

## **Project Title: Reduction of Missed Payroll Deduction (PDs) Payments for Parking Privileges on a Large University Campus.**

Over 20,000 employees of the University (FY2012) use fixed payroll deductions to pay for annual parking permits, i.e. over \$870,000 per month in parking permit fees, however, on a monthly basis, there are between 160 and 300 missed payroll deductions. When deductions do not occur, customers must pay out-of-pocket, and there are costs to the University that result from each incidence of a missed deduction. Countermeasures proposed to correct the situation include: a. Development of standardized work protocol for customer service representatives; b. Error proofing of customer data entry; c. Elimination of appeal options for missed PDs; d. Multimedia reminder programs directed at PD customers. In September, 2012 the number of missed deductions fell 79.5 percent, and the average monthly loss of revenue from missed deductions has fallen approx. 79.8% from its six month average.